Investigations / Overpayments / Recipient Claims

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INVESTIGATION REFERRAL - SUBMITTING

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INTRODUCTION: Referrals must be made into the Recipient Claims Database. Referrals sent through any other method will not be accepted. The Recipient Claims database is located in the intranet.

1. **Access the Recipient Claims Database on the DWS Intranet website.**
    - https://dws.utah.gov/jsp/recipientclaims/index.jsp
2. **See the Recipient Claims Database Training for steps to locate and access the database on the DWS Intranet website.**
    - https://dws.utah.gov/training/103247course/htmContent/dwsdefault.asp

    Note: Follow step 3 if you are accessing the Recipient Claims Database for the first time. Skip to step 4 if you have already saved your worker information into the system.
3. **Enter referring worker information.**
    - Check the data in the pre-populated fields to ensure that your information is correct. If it is not correct, contact the Recipient Claims Program Specialist to update your information in the Database.
    - Enter your user ID in the Worker User ID field. This is the five character ID used to access switch and PACMIS. It is either ws***, hl***, or or***.
    - Enter your office from the Office drop down menu field. For example, if you are from the Price office, you would select WEP. If you are from the Taylorsville Health Office, you would select HCV.
    - Press the submit button to save your worker information.
4. **Click on the blue Submit button in the Investigation Referral Box to enter the Investigation Referral Page.**

    Note: The Recipient Claims Database will automatically enter the referring worker information. Mandatory information is required to be entered into steps 5-24 for the referral to be successfully submitted into the system.
5. **Enter the referral source from the drop down menu.**
    - Health referrals are submitted by a Health Department caseworker.
    - Investigator referrals are submitted by a DWS investigator.
    - ORS referrals are submitted by an Office of Recovery Services caseworker.
    - Payment Specialist referrals are submitted by a DWS payment specialist.
    - QC Analyst referrals are submitted by a DWS quality control analyst.
    - Taxpayer referrals are submitted by a concerned public citizen through the fraud hotline referral systems.
    - Eligibility Specialist referrals are submitted by DWS Eligibility Specialists.
    - Employment Counselor referrals are submitted by DWS Employment Counselors.
    - PAO referrals are submitted by the Public Assistance Overpayment Unit.

- Other State Agency referrals are submitted by State Agencies other than DWS, DOH, and ORS.

6. **Enter the customer's HLCI.**
   - The field requires a ten-digit entry.
   - PACMIS users must add an additional zero to the start of the number.
7. **Enter the customer's name exactly as it appears on CAP1.**
8. **Enter the customer's PACMIS case number.**
9. **Enter the customer's primary language as it appears on CAP2 in the LEP field.**
10. **Enter the application date if the customer's case is currently in received status.**
    - Do not enter an application date if the customer's case is not in received status on CAP2. Entering an application date when the case is not in received status will cause timeliness problems for the investigator.
11. **Enter the allegation date.**
    - The allegation date is the date that the error or need for an investigation was first discovered by the referring worker.
12. **Select the customer's zip code in the drop down menu based upon the residential field of CAP1.**
13. **Enter the detailed reason for the investigation referral.**
    - See the procedure titled "Identifying an Appropriate Investigation Referral".

    Note any documents or supporting evidence that are in the DWS file (imaged or hard copy) that will aid in the investigation. Note the date the item was imaged, if applicable.
14. **Click radial buttons to enter the individual program information.**
    - If the program is in received status on CAP2, check the corresponding circle under the pre-certification column.
    - If the program is in any status other than received on CAP2, check the corresponding circle under the post-certification column.
    - It is possible to have an investigation referral that has both pre-certification and post-certification circles checked.

    Example:, *a customer is currently open for food stamps and medical and wants to add financial to her case. You would check the pre-certification box for financial and the post-certification boxes for food stamps and medical. You would enter the financial application date into the application date field.*
15. **Press the save button to save the referral information into the database.**
16. **Press the add button in the investigation references section to add case references information.**
17. **Select employer, landlord, childcare provider, absent parent, taxpayer, or relative from the drop down menu.**
18. **Enter the reference name in the corresponding field.**
19. **Enter the reference address in the corresponding fields.**
20. **Enter the reference phone number in the corresponding field.**
    - Enter the absent parent's name, address, and phone number for all children if the information is contained within PACMIS or Content Manager.
21. **Press the submit button on the investigation references pop up window to save the information.**
22. **Press the close button on the investigation references pop up window to return to the investigation referral page.**
23. **Repeat steps 16-21 for multiple investigation reference entries.**

24. Press the submit button to send the referral to the investigator.

Note: The referral will not be sent to the investigator if one or more of the mandatory fields have not been filled. The system will prompt you to fill in the missing information. Upon entering the missing information, you must press the submit button. A confirmation page will appear and provide the investigation tracking number; the PACMIS case number, the investigator assigned, and the investigator’s contact information. If the confirmation page does not appear, contact the Investigation Supervisor to determine if the referral was made or needs to be reentered.

25. Set UN program and person PRAP alert.

26. Narrate action taken in PACMIS.

- Narration must include the investigation tracking number, the investigator assigned, and the allegation date.